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PELIERAL COMMUNICATIONS COMMISSION OFFICE OF THE SECRETARY

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dolores.a.may@verizon.com

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RECEIVE

November 1, 2000

FCC MAIL ROOM

Ex Parte

Ms. Magalie Roman Salas Secretary Federal Communications Commission 445 12th St., S.W. – Portals Washington, DC 20554

RE: Application by Verizon New England Inc., et al., for Authorization To Provide In-Region, InterLATA Services in Massachusetts, Docket No. 00-176

Dear Ms. Salas:

The attached information was provided at the request of CCB staff in the above proceeding. The twenty-page limit therefore does not apply as set forth in DA 00-2159.

Please feel free to contact me with any questions.

Sincerely,

Attachments cc: E. Ei:

E. Einhorn

S. Pie

D. Shiman

No. of Copies rec'd OT / List ABCDE Bruce P. Beausejour

Vice President and General Counsel - New England

185 Franklin Street, Room 1403 Boston, MA 02110

Tel (617) 743-2445 Fax (617) 737-0648 bruce.p.beausejour@verizon.com RECEIVED

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PELIEFAL COMMUNICATIONS COMMISSIONS
STRICE OF THE SECRETARY

November 1, 2000

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
Commonwealth of Massachusetts
One South Station, 2nd Fl.
Boston, MA 02110

Re: <u>D.T.E. 99-271</u>

Dear Secretary Cottrell:

In accordance with the Department's January 14, 2000 Order in this matter, enclosed are copies of Verizon-Massachusetts' performance report for September 2000 using the Carrier-to-Carrier ("C2C") Guidelines.

Please note the addition of:

PO-2-01 OSS Interface Availability–Total–Electronic Bonding PO-2-02 OSS Interface Availability-Total-Electronic Bonding PO-2-03 OSS Interface Availability-Total-Electronic Bonding

UNE 2-Wire Digital Services and 2-Wired xDSL

MR-3-04-Mean Time to Repair-No Double Dispatch MR-3-05-Mean Time to Repair-Double Dispatch

Thank you for your assistance to this matter.

Very truly yours,

Bruce P. Beausejour

Enclosure

cc: Cathy Carpino, Esquire, Hearing Officer

Tina Chin, Esquire, Hearing Officer

Michael Isenberg, Esquire, Director - Telecommunications Division

Attached Service List

CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING

	PEE-ONDERING		Actual Performance	•	
Metric #		Standard	Vz CLEC	Difference Observation	ons
	PO-1 - Response Time OSS Ordering Interface				
PO-1-01	Customer Service Record - EDI	Parity plus < 4 Seconds	1.35 2.12	0.77	
PO-1-01	Customer Service Record - CORBA	Parity plus < 4 Seconds	1.35 1.11	-0.24	
PO-1-02	Due Date Availability - EDI	Parity plus < 4 Seconds	0.15 1.91	1.76	
PO-1-02	Due Date Availability - CORBA	Parity plus < 4 Seconds	0.15 0.92	0.76	
PO-1-03	Address Validation - EDI	Parity plus < 4 Seconds	4.31 2.96	-1.35	
PO-1-03	Address Validation - CORBA	Parity plus < 4 Seconds	4.31 1.92	-2.39	
PO-1-04	Product & Service Availability - EDI	Parity plus < 4 Seconds	0.38 2.70	2.32	
PO-1-04	Product & Service Availability - CORBA	Parity plus < 4 Seconds	0.38 19.51	19.13	
PO-1-05	Telephone Number Availability & Reservation - EDI	Parity plus < 4 Seconds	5.17 4.24	-0.93	
PO-1-05	Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds	5.17 3.01	-2.17	
PO-1-06	Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds	3.45 2.76	-0.69	
PO-1-06	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	3.45 2.10	-1.35	
PO-1-07	Rejected Query - EDI	Parity plus < 4 Seconds	0.06 2.84	2.79	
PO-1-07	Rejected Query - CORBA	Parity plus < 4 Seconds	0.06 1.09	1.04	
PO-1-08	% Timeouts - EDI	not > .33%	0.19		
PO-1-08	% Timeouts - CORBA	not > .33%	0.74		
PO-1-09	Parsed CSR - EDI	Parity plus < 10 Seconds	1.35 4.52	3.18	
PO-1-09	Pairsed CSR - CORBA	Parity plus < 10 Seconds	1.35 2.34	0.99	
PQ-1-10	Parsed CSR - CLEC Total - EDI	TBD	5.59		
PO-1-10	Parsed CSR - CLEC Total - CORBA	TBD	UD		
	PO-2 - OSS Interface Availability*				
PO-2-01	OSS Interf. Avail Total - EDI	24 hours x 7 days	100.00	129600	
PO-2-01	OSS Interf, Avail Total - CORBA	24 hours x 7 days	99.93	86400	
PO-2-01	OSS Interf. Avail Total - Maint. Web GUI (RETAS)	24 hours x 7 days	99.66	86400	
PO-2-01	OSS Interf. Avail Total - Pre-order/Order WEB GUI	24 hours x 7 days	99.66	86400	
PQ-2-01	OSS Interf. Avail Total - Electronic Bonding	24 hours x 7 days	95.69	97200	
PO-2-02	OSS Interf. Avail Prime Time - EDI	>=99.5%	100.00	81000	
PO-2-02	OSS Interf. Avail Prime Time - CORBA	>=99.5%	100.00	54000	
PO-2-02	OSS Interf. Avail Prime Time - Maint. Web GUI (RETAS)	>=99.5%	99.61	54000	
PO-2-02	OSS Interf. Avail Prime Time - Pre-order/Order WEB GUI	>=99.5%	99.61	54000	
PO-2-02	OSS Interf. Avail - Prime Time - Electronic Bonding	>=99.5%	96.00	81000	
PO-2-03	OSS Interf. Avail Non-Prime - EDI		99.99	48600	
PO-2-03	OSS Interf. Avail Non-Prime - CORBA	(12AM - 6AM) Mon - Sat, All	99.81	32400	
PO-2-03	OSS Interf. Avail Non-Prime - Maint. Web GUI (RETAS)	Day Sunday & Holidays	99.74	32400	
PO-2-03	OSS interf. Avail Non-Prime - Pre-order/Order WEB GUI		99.74	32400	
PO-2-03	OSS Interf, Avail - Non-Prime - Electronic Bonding		95.19	16200	
	PO-5 - Average Notification of Interface Outage				
PO-5-01	Average Notice of Interface Outage*	<20 minutes	24.00	3	
	PO-6 - Software Validation	•			
PO-6-01	Software Validation	<= 5%	NA NA		
	PO-7 - Software Problem Resolution Timeliness	•			
PO-7-01	% Software Problem Res. Timeliness	> ≈95%	UD		
PO-7-02	Delay Hrs S/W Res Change - Xactions Failed, No Workaround	48 hours	UD		
PO-7-03	Delay Hrs S/W Res Change - Xactions Falled, With Workaround Delay Hrs Falled/Rejected Test Deck - Xactions Falled, No W/A	10 days	QU		_
PO-7-04	Delay Hrs Failed/Hejected Test Deck - Xactions Failed, No W/A	48 hours	NA		
	PO-8 - Manual Loop Qualification	1			
PO-8-01	Average Response Time - Manual Loop Qualification	95% within 48 Hours	UD		
PO-8-02	Average Response Time - Engineering Record Request	95% within 72 Hours			
		1			
	Clear get Springestore				
	PO-4 - Timeliness of Change Management Notice				
PO-4-01	% Notices Sent on Time - Emergency Maint.		100	3	
PO-4-01	% Notices Sent on Time - Regulatory	> = 95% and no delayed	NA NA		
PO-4-01	% Notices Sent on Time - Industry Standard	notices and documentation	NA NA		
PO-4-01	% Notices Sent on Time - Verizon Orig.	over 8 days	NA NA		
PO-4-01	% Notices Sent on Time - CLEC Orig.		NA NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	Notification before implementation			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	Il Period not set, delault to incl. Std. Time			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	>=66 days	NA.		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.	>=66 days	NA NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - CLEC Orig.	>=66 days	NA NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	Notification before Implementation	NA NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	Il Period not set, delauit to Ind. Std. Time	NA NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=66 days	NA NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig.	>=66 days	NA NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - CLEC Orig.	>=66 days	NA NA		
	continued				

Page 1 of 21

CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING continued

	Change Confirmation*			
Metric #		Standard	CLEC Perf	CLEC Obs
	PO-4 - Timeliness of Change Management Notice			
PO-4-01	% Notices Sent on Time - Regulatory	> = 95% and no delayed	100	2
PO-4-01	% Notices Sent on Time - Ind. Std.	notices and documentation	NA NA	
PO-4-01	% Notices Sent on Time - Verizon Orig.	over 8 days	NA NA	
PO-4-01	% Notices Sent on Time - CLEC Orig.	,	NA NA	
PO-4-02	Change Mornt, Notice - Delay 1-7 Days - Regulatory	If Period not set default to ind. Skt. Time		
PO-4-02	Change Mornt, Notice - Delay 1-7 Days - Ind. Std.	>=45 days	NA I	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.	>=45 days >=45 days	l NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - CLEC Orig.	>=45 days >=45 days	NA NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, delault to Incl. Std. Time		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=45 days	⊢ NA →	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig.	>=45 days	NA NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - CLEC Orig.	>=45 days >=45 days	 	
10-4-05	Ostar-go implie 110000 - Colay OT Days - Octo Colg.	>=45 days	NA	
	TROUBLE REPORTING (CRS)			
	-googatics sinaro pass,	l	Actual Performance	
	MR-1 - Response Time OSS Maintenance Interface			
MR-1-01	Create Trouble	ب مد درسوا		1440
MR-1-02	Status Trouble	Parity plus < 4 Seconds		1410
MR-1-03	Modify Trouble	Parity plus < 4 Seconds	4.10 2.34 -1.76 6.01 5.00 -1.01	44 6
MR-1-03	Request Cancellation of Trouble	Parity plus < 4 Seconds		
MR-1-05	Trouble Report History (by TN/Circuit)	Parity plus < 4 Seconds	7.24 7.52 0.28 0.69 0.86 0.17	23 412
MR-1-06	Test Trouble (POTS Only)	Parity plus < 4 Seconds Parity plus < 4 Seconds	56.62 46.68 -9.94	2996
WITTEROO	16st flouble (FOTS Only)	Farity plus < 4 Seconds	50.02 40.06 -9.94	2990
	ER LING	!		
	estands			
	Old Timelianes of Dally House Food			
D1 4 04	BI-1 - Timeliness of Daily Usage Feed		00.00	00000000
Bi-1-01	% DUF in 3 Business Days		99.26	35662678
BI-1-02	% DUF in 4 Business Days	95% in 4 Business Days	99.64	
BI-1-03	% DUF in 5 Business Days		99.71	
BI-1-04	% DUF in 8 Business Days		99.76	
	BI-2 - Timeliness of Carrier Bill			
Bi-2-01	Timeliness of Carrier Bill**	200 i- 40 Di D	100.00	150
DI-2-01	Timenitiess of Califer Dill	98% in 10 Business Days	100.00	150
	BI-3 - Billing Accuracy			
BI-3-01	% Billing Adjustments - Dollars Adjusted	TBD	1.04 0.64	26891094
BI-3-02	% Billing Adjustments - Number of Adjustments	TBD	0.48 0.04	129266
DI-3-02	A Dinning Augustinianus - reunitoer of Augustinenus	180	0.48 0.04	129200
	OPERATOR SERVICES & DATABASES**			
	OD-1 - Operator Services - Speed of Answer			
OD-1-01	Average Speed of Answer - Operator Services - NE OSC	Parity with VZ Retail	2.8 0.3	51555
OD-1-01	Average Speed of Answer - Directory Assistance - NE OSC	Parity with VZ Retail	3.0 2.3	703336
	Warned Share Structure, Supplier Continue on Ann	+2 / 10.00		,,,,,,,,
	Legend Notations defined on Legend sheet - last page			

CLEC Aggregate Performance ORDERING - RESALE POTS / SPECIAL SERVICES

Pol-1 Content Carter Australianty Standard Pol-1 Content Carter Australianty Pol-1		RESALE Pre-Ordering			
### PC-1 - Control Culture Availability ### PC-1-Control Control PC-1-Control Control PC-1-Control Control PC-1-Control Control PC-1-Control PC-1-Contr	Metric #			CLEC Aggregate	
Pick		PO-3 - Contact Center Availability	Standard	Performance	Observations
## PO-2-30 Amenga Spot of Amenting - Repair (sees) 12.60		Average Speed of Answering - Ordering** (secs)	7	8.66	
### A Promoted within 30 Seconds ### 132013 ### 15			80% within 30 Seconds		9140
CR -1 -0			80% within 30 Seconds		120012
DR -1-01			So % within 50 Seconds	91.20	132213
OR-1-01 Average Local Senone Required Conference (Conference Conference C		P&TS & Pre-qualified Complex - Electronically Submitted			
OR-1-01 Average Local Senone Required Conference (Conference Conference C		OR-1 - Order Confirmation Timeliness			
Sh. On Time LSRC - Flow Through 9th webs 2 loops 95 547	OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow Through)	7	0.03	
Section Sect			95% within 2 Hours	99.89	
OR-1-06 Average LSRC Times >= 0 (Lines 90% within 72 Hours 90% within 72 Hours 90.29 14(0)			95% within 24 Hours		E799
OR-2-0	OR-1-05	Average LSRC Time >= 10 Lines	33 % Hittin 24 Hours		5733
OR-2-01 Average Local Service Requests (LSR) Reject - Time (Flow Through) 95% within 2 Hours 99.96 3987	OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	99.28	140
Section Sect		OR-2 - Reject Timeliness			
OR-2-03 Average LSR Peper's Time x 10 Lines 95% within 72 Hours 95% within 72 Ho		Average Local Service Request (LSR) Reject - Time (Flow Through)	1		
Section Sect		% On Time LSR Reject - Flow Through Average I SR Reject Time - 10 Lines	95% within 2 Hours		2987
CR-2-06 St. Or Time LSR Rigidat > 10 Lines 95% within 72 Hours 10.0.00 7	OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours		2469
CR - 1		Average LSR Reject Time >= 10 Lines			
OR-1-0 OR-1- Order Continuation Timeliness OR-1-0 Average LSRC frame c. 10 Lines OR-1-0 OR	OH-2-06	% Of time LSR reject >= 10 Lines	95% within 72 Hours	100.00	7
Average LSRC Time < 10 Lines		2 Viro Digital Services			
Average LSRC Time < 10 Lines		OR-1 - Order Confirmation Timeliness			
Second S		Average LSRC Time < 10 Lines	7	19.31	
Section Time LSRC >= 10 Lines 95% within 72 Hours NA			95% within 72 Hours		56
OR-2-03		% On Time LSRC >= 10 Lines	95% within 72 Hours		
Average LSR Reject Time - 10 Lines 95%, within 72 Hours 95%, w		OR A Colon Time House Developed A Colon Co	_		
Section Sect	OR-2-03		٦	14.37	
Section Sec	OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	98.96	97
OR-1-03		Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines	95% within 72 Hours		
OR-1-07der Confirmation Timeliness OR-1-03 Average LSRC Time < 10 Lines OR-1-05 Average LSRC Time >= 10 Lines OR-1-05 Average LSRC Time >= 10 Lines OR-1-05 Average LSRC Time >= 10 Lines OR-1-05					
CR-1-03		2 Wire (CSL Services			
CR-1-03		OR-1 - Order Confirmation Timeliness			
OR-1-06		Average LSRC Time < 10 Lines	7		
OR-1-06			95% within 72 Hours		
OR-2-03 Average LSR Reject Time × 10 Lines 0.00 OR-2-05 % On Time LSR Reject × 10 Lines NA OR-2-06 % On Time LSR Reject × 10 Lines NA OR-2-06 % On Time LSR Reject x 10 Lines NA OR-3-01 NA NA OR-3-1 NA NA OR-3-2 No Standard 43.89 14409 OR-4-1 Minion Notice - Name Rejects No Standard 43.89 14409 OR-4-1 Completion Notice - Average Response Time 0.06 0.06 0.06 OR-4-01 Completion Notice - Average Response Time 99.04 9965 9865 OR-4-02 Completion Notice - Average Response Time 99.04 9965 9865 OR-4-04 Work Completion Notice - Average Response Time 95% by next bus. day at noon 0.00 0.00 OR-4-04 Work Completion Notice - % On Time 95% by next bus. day at noon 9667 0.00 OR-4-07 % SOP to Bill Completion (SOP) to Bill Completion			95% within 72 Hours		
Chr.2-03		OR-2 - Reject Timeliness - Requiring Loop Qualification			
OR-2-05 Average LSR Reject Time >= 10 Lines 96% within 72 Hours NA NA NA NA NA NA NA N		Average LSR Reject Time < 10 Lines	7	0.00	
No.			95% within 72 Hours		
OR-3- Percent Rejects			95% within 72 Hours		
OR-3- Percent Rejects			- 8		
OR-3-01		And Construction of the Construction	i		
OR-4-1 Completion Notice - Average Response Time 95% by next bus. day at noon 99.04 9865			•		
OR-4-01 OR-4-01 OR-4-02 OR-4-02 Completion Notice – Average Response Time 95% by next bus. day at noon 99.04 9865 OR-4-03 % Crders Excluded from % On Time 95% by next bus. day at noon 99.04 9865 OR-4-04 Work Completion Notice – Average Response Time 0.00 0.00 OR-4-05 Work Completion Notice – % On Time 95% by next bus. day at noon 0.00 OR-4-06 AveraGe Duration - Work Completion (SOP) to Bill Completion 95% by next bus. day at noon 100.00 OR-4-07 % SOP to Bill Completion >= 5 Business Days Party with Retail UD 0.54 OR-4-08 % SOP to Bill Completion >= 1 Business Day Party with Retail UD 1.56 9865 OR-5-01 % Flow Through - Total No Standard Developed 47.14 12280 OR-5-02 % Flow Through - Simple No Standard Developed 48.30 11360 OR-6-01 % Flow Through Achieved 95% Orders without Errors 95% Orders without Errors 82.74 336 OR-6-02 % Accuracy - Opportunities** 95% Orders without Errors 97.80 7370	OR-3-01	1 % Hejects	No Standard	43.89	14409
OR-4-02 Completion Notice - % On Time 95% by next bus. day at noon 99.04 9865		OR-4 - Timeliness of Completion Notification	_		
OR-4-03 % Croter's Excluded from % On Time Measurement 95% by next bus. day at noon UD		Completion Notice – Average Response Time	05% by part bye day at poor		0965
OR-4-04 OR-4-05 OR-4-05 OR-4-05 OR-4-06 OR-4-06 OR-4-06 OR-4-06 OR-4-06 OR-4-07 % \$COP to Bill Completion (SOP) to Bill Completion (SOP) to Bill Completion > 5 Business Day 95% by next bus. day at noon					9000
OR-4-06 OR-4-07 AvgraGe Duration - Work Completion (SOP) to Bill Completion Parity with Retail UD 0.54 OR-4-08 % SOP to Bill Completion >= 5 Business Days UD 1.56 9865 OR-4-08 % SOP to Bill Completion > 1 Business Days UD 1.56 9865 OR-5- Percent Flow-Through No Standard Developed 47.14 12280 OR-5-02 % Flow Through - Simple No Standard Developed 48.30 11360 OR-5-03 % Flow Through Achieved 95% UD 100 OR-6-01 % Accuracy - Orders** 95% Orders without Errors 82.74 336 OR-6-02 % Accuracy - Opportunities** 95% Orders without Errors 97.80 7370		Work Completion Notice - Average Response Time		0.00	
OR-4-07 % SOP to Bill Completion >= 5 Business Days Parity with Retail UD 1.56 9855 OR-4-08 % SOP to Bill Completion >= 1 Business Day 13.99 9865 OR-5- Percent Flow-Through OR-5-01 % Flow Through - Simple No Standard Developed 47.14 12280 OR-5-03 % Flow Through - Simple No Standard Developed 48.30 11360 OR-5-03 % Flow Through Achieved 95% UD OR-6- Order Accuracy OR-6-01 % Accuracy - Orders** 95% Orders without Errors 82.74 336 OR-6-02 % Accuracy - Opportunities** 95% Orders without Errors 97.80 7370					9667
OR-5 - Percent Flow-Through OR-5 - Percent Flow-Through OR-5-01	OR-4-07	% SOP to Bill Completion >= 5 Business Days		1.56	
OR-5-01 % Flow Through - Total No Standard Developed 47.14 12280 OR-5-02 % Flow Through - Simple No Standard Developed 48.30 11360 OR-6-03 Flow Through Achieved UD UD OR-6-01 OR-6-01 % Accuracy - Orders** OR-6-02 % Accuracy - Opportunities** 95% Orders without Errors 95% Orders without Errors 97.80 97.80 7370	OR-4-08	% SOP to Bill Completion > 1 Business Day		13.99	9865
OR-5-02 OR-5-03 % Flow Through - Simple % Flow Through Achieved No Standard Developed 95% 48.30 11360 OR-6 - Order Accuracy OR-6-01 % Accuracy - Orders** 95% Orders without Errors 82.74 336 OR-6-02 % Accuracy - Opportunities** 95% Orders without Errors 97.80 7370			_		
OR-5-03 % Flow Through Achieved 95% UD OR-6 - Order Accuracy OR-6-01 % Accuracy - Orders** 95% Orders without Errors 82.74 336 OR-6-02 % Accuracy - Opportunities** 95% Orders without Errors 97.80 7370					
OR-6 - Order Accuracy OR-6-01 % Accuracy - Orders** 95% Orders without Errors 82.74 336 OR-6-02 % Accuracy - Opportunities** 95% Orders without Errors 97.80 7370		% Flow Through Achieved			11360
OR-6-01 % Accuracy - Orders** 95% Orders without Errors 82.74 336 OR-6-02 % Accuracy - Opportunities** 95% Orders without Errors 97.80 7370			-		
OR-6-02 % Accuracy Opportunities** 95% Orders without Errors 97.80 7370	OR-6-01		95% Orders without Errors	82 74	336
OR-6-03 Accuracy - LSRC** 95% Orders without Errors 96.92 389	OR-6-02	% Accuracy Opportunities**	95% Orders without Errors	97.80	7370
	OR-6-03	% Accuracy – LSRC**	95% Orders without Errors	96.92	389

Carrier to Carrier

Performance Standards and Reports Verizon Massachusetts September 2000

CLEC Aggregate Performance ORDERING - RESALE POTS / SPECIAL SERVICES

Special Services - Rectronically Submitted

95% within 48 Hours 95% within 48 Hours 95% within 48 Hours

95% within 72 Hours 95% within 72 Hours 95% within 72 Hours

95% within 48 Hours 95% within 72 Hours

OR-1-03 OR-1-03 OR-1-03 OR-1-03 OR-1-03 OR-1-03 OR-1-03 OR-1-03 OR-1-04 OR-1-04 OR-1-04 OR-1-04 OR-1-04 OR-1-05 OR-1-05 OR-1-05 OR-1-05 OR-1-06 OR-1-06 OR-1-06 OR-1-06 OR-1-07 OR-1-07 OR-1-07 OR-1-08 OR-1-08 OR-1-09 OR-1-0		OR-1 - Order Confirmation Timeliness
OR-1-03 OR-1-03 OR-1-04 OR-1-04 OR-1-04 OR-1-04 OR-1-04 OR-1-04 OR-1-04 OR-1-04 OR-1-05 OR-1-06 OR-1-0	OR-1-03	Average LSRC Time < 10 Lines DS0
OR-1-03 OR-1-04 OR-1-04 OR-1-04 OR-1-04 OR-1-05 OR-1-05 OR-1-05 OR-1-05 OR-1-05 OR-1-05 OR-1-05 OR-1-06 OR-1-06 OR-1-06 OR-1-06 OR-1-07 OR-1-07 OR-1-08 OR-1-08 OR-1-09 OR-1-0	OR-1-03	Average LSRC Time < 10 Lines DS1
OR-1-04 OR-1-04 OR-1-04 OR-1-04 OR-1-04 OR-1-04 OR-1-05 OR-1-05 OR-1-05 OR-1-05 OR-1-05 OR-1-05 OR-1-06 OR-1-0	OR-1-03	Average LSRC Time < 10 Lines DS3
OR-1-04 % On Time LSRC < 10 Lines DS1 OR-1-04 % On Time LSRC < 10 Lines DS1 OR-1-04 % On Time LSRC < 10 Lines (Non DS0, DS1, & DS3) OR-1-05 Average LSRC Time >= 10 Lines DS0 OR-1-05 Average LSRC Time >= 10 Lines DS1 OR-1-05 Average LSRC Time >= 10 Lines DS1 OR-1-05 Average LSRC Time >= 10 Lines DS3 OR-1-06 % On Time LSRC >= 10 Lines DS0 OR-1-06 % On Time LSRC >= 10 Lines DS1 OR-1-06 % On Time LSRC >= 10 Lines DS1 OR-1-06 % On Time LSRC >= 10 Lines DS1 OR-1-06 % On Time LSRC >= 10 Lines DS1 OR-1-06 % On Time LSRC >= 10 Lines DS1 OR-1-06 % On Time LSRC >= 10 Lines (Non DS0, DS1, & DS3) OR-1-06 OR-1-07 Time LSRC >= 10 Lines (Non DS0, DS1, & DS3) OR-2-Reject Timeliness OR-2-03 Average LSR Reject Time < 10 Lines	OR-1-03	Average LSRC Tirme < 10 Lines (Non DS0, DS1, & DS3)
OR-1-04 OR-1-04 OR-1-05 OR-1-05 OR-1-05 OR-1-05 OR-1-06 OR-1-07 OR-1-08 OR-1-08 OR-1-09 OR-2-Reject Timeliness OR-2-O3 Average LSR Reject Times (10 Lines (Non DS0, DS1, & DS3)	OR-1-04	% On Time LSRC < 10 Lines DS0
OR-1-04	OR-1-04	% On Time LSRC < 10 Lines DS1
OR-1-05 OR-1-05 OR-1-05 OR-1-05 OR-1-05 OR-1-05 OR-1-05 OR-1-05 OR-1-06 OR-1-0	OR-1-04	% On Time LSRC < 10 Lines DS3
OR-1-05 OR-1-05 OR-1-05 OR-1-05 OR-1-05 OR-1-06 OR-1-0	OR-1-04	% On Time LSRC < 10 Lines (Non DS0, DS1, & DS3)
OR-1-05 OR-1-05 OR-1-05 OR-1-06 OR-1-	OR-1-05	Average LSRC Time >= 10 Lines DS0
OR-1-05 OR-1-06 OR-1-0	OR-1-05	Average LSRC Time >= 10 Lines DS1
OR-1-06 % On Time LSRC >= 10 Lines DS0 OR-1-06 % On Time LSRC >= 10 Lines DS1 OR-1-06 % On Time LSRC >= 10 Lines DS3 OR-1-06 % On Time LSRC >= 10 Lines DS3 OR-1-06 % On Time LSRC >= 10 Lines (Non DS0, DS1, & DS3) OR-2- Reject Timeliness OR-2-03 Average LSR Reject Time < 10 Lines	OR-1-05	Average LSRC Time >= 10 Lines DS3
OR-1-06 OR-1-06 OR-1-06 OR-1-06 OR-2-08 OR-2-03 OR-2-0	OR-1-05	Average LSRC Tirme >= 10 Lines (Non DS0, DS1, & DS3)
OR-1-06 % On Time LSRC >= 10 Lines DS3 % On Time LSRC >= 10 Lines (Non DS0, DS1, & DS3) OR-2-Reject Timeliness OR-2-03 Average LSR Reject Time < 10 Lines	OR-1-06	% On Time LSRC >= 10 Lines DS0
OR-1-06 % On Time LSRC >= 10 Lines (Non DS0, DS1, & DS3) OR-2- Reject Timeliness OR-2-03 Average LSR Reject Time < 10 Lines	OR-1-06	% On Time LSRC >= 10 Lines DS1
OR-2 - Reject Timeliness OR-2-03 Average LSR Reject Time < 10 Lines	OR-1-06	% On Time LSRC >= 10 Lines DS3
OR-2-03 Average LSR Reject Time < 10 Lines	QR-1-06	% On Time LSRC >= 10 Lines (Non DS0, DS1, & DS3)
OR-2-03 Average LSR Reject Time < 10 Lines		
		OR-2 - Reject Timeliness
OR-2-04 % On Time LSR Reject < 10 Lines	OR-2-03	Average LSR Reject Time < 10 Lines
	OR-2-04	% On Time LSR Reject < 10 Lines
OR-2-05 Average LSR Reject Time >= 10 Lines	OR-2-05	
OR-2-06 % On Time LSR Reject >= 10 Lines	OR-2-06	% On Time LSR Reject >= 10 Lines

NA	
NA	
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22.22	45
NA	
NA	
NA	
98.50	534
NA	
NA	
NA	
106.77	1.0
NA	
NA	
NA	
00.00	

11.61	
99.66	590
22.15	
100.00	4

OR-2 - Reject Timeliness
Average LSR Reject Time < 10 Lines
% On Time LSR Reject < 10 Lines
Average LSR Reject Time >= 10 Lines
% On Time LSR Reject >= 10 Lines

Legend Notations defined on Legend sheet - last page

Carrier to Carrier

Performance Standards and Reports Verizon Massachusetts September 2000

CLEC Aggregate Performance PROVISIONING - RESALE POTS / SPECIAL SERVICES

Metric #	POTS-Crowboning - Total	Standard	Actual Performance Vz CLEC Aggregate	Number of Observations Vz All CLECs	Standard Deviation	Sampling Error
PR-1-04 PR-1-05	PR-1 - Average Interval Offered Average Interval Offered - Dispatch (6-9 Lines) Average Interval Offered - Dispatch (>= 10 Lines)	Parity with Retail Parity with Retail	10.06 9.51 10.44 8.82	252 39 134 28	11.33 9.79	1.95 2.03
PR-2-04 PR-2-05	PR-2 - Average Completed Interval Average Interval Completed - Dispatch (6-9 Lines) Average Interval Completed - Dispatch (>= 10 Lines)	Parity with Retail Parity with Retail	10.23 7.19 12.42 9.61	212 31 100 23	8.91 9.98	1.71
PR-3-01 PR-3-02 PR-3-03 PR-3-05 PR-3-05 PR-3-06 PR-3-08 PR-3-09 PR-3-10	PR-3 - Completed within Specified Days % Completed in 1 Day (1-5 Lines - No Dispatch) % Completed in 2 Days (1-5 Lines - No Dispatch) % Completed in 3 Days (1-5 Lines - No Dispatch) % Completed in 1 Days (1-5 Lines - Dispatch) % Completed in 2 Days (1-5 Lines - Dispatch) % Completed in 3 Days (1-5 Lines - Dispatch) % Completed in 4 Days (1-5 Lines - Total) % Completed in 5 Days (1-5 Lines - No Dispatch) % Completed in 5 Days (1-5 Lines - Dispatch) % Completed in 6 Days (1-5 Lines - Dispatch) % Completed in 6 Days (1-5 Lines - Dispatch) % Completed in 6 Days (1-5 Lines - Dispatch)	Parity with Retail	78.26 45.94 86.65 63.42 89.13 74.16 4.68 1.38 8.41 3.63 12.95 10.71 83.86 66.94 94.43 86.53 48.00 53.71 92.16 86.13	157096 2190 157096 2190 157096 2190 157096 2190 19541 579 19541 579 19541 579 176637 2769 157096 2190 19541 579 176637 2769		0.89 0.73 0.67 0.89 1.17 1.42 0.70 0.49 2.11 0.51
PR-4-02 PR-4-03 PR-4-04 PR-4-05 PR-4-08	PR-4 - Missed Appointments Average Delay Days - Total % Missed Appointment - Customer % Missed Appointment - Verizon - Dispatch % Missed Appointment - Verizon - No Dispatch % Missed Appointment - Late Order Cont.	Parity with Retail None: Analysis Only Parity with Retail Parity with Retail None: Analysis Only	4.64 9.05 1.79 1.62 8.70 6.04 0.11 0.20	3839 79 41113 1026 240574 8409 9435	6.84	0.78 0.89 0.04
PR-5-01 PR-5-02 PR-5-03	PR-5 - Facility Missed Orders % Missed Appointment - Verizon - Facilities % Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with Retail Parity with Retail Parity with Retail	0.57 0.33 0.05 0.02 0.01 0.01	281687 9435 281687 9435 281687 9435		0.08 0.02 0.01
PR-6-01 PR-6-02 PR-6-03	PR-6 - Installation Quality % Installation Troubles reported within 30 Days % Installation Troubles reported within 7 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Parity with Retail Parity with Retail None: Analysis Only	3.61 2.15 2.39 1.17 2.78 1.31	272053 21806 272053 21806 272053 21806		0.13 0.11 0.12
	POTS - Business PR-1 - Average Interval Offered	l				
PR-1-01 PR-1-03	Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)	Parity with Retail Parity with Retail	1.81 3.71 7.88 7.02	20390 2421 1709 500	5.57 9.42	0.12 0.48
PR-2-01 PR-2-03	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)	Parity with Retail Parity with Retail	1.37 2.55 8.82 6.60	18840 2060 1448 434	3.28 8.97	0.08 0.49
	POTS - Stockence					
PR-1-01 PR-1-03	PR-1 - Average Interval Offered Average Interval Offered — Total No Dispatch Average Interval Offered — Dispatch (1-5 Lines)	Parity with Retail Parity with Retail	1.17 4.95 6.67 7.69	190461 1410 20475 207	4.17 8.20	0.11 0.57
PR-2-01 PR-2-03	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)	Parity with Retail Parity with Retail	0.99 2.62 7.32 7.67	183574 1279 18093 145	3.15 6.43	0.09
	PGTS & Complete Assurance					
PR-1-10 PR-1-11	PR-1 - Average Interval Offered Average Interval Offered — Disconnects — No Dispatch Average Interval Offered — Disconnects — Dispatch	Parity with Retail Parity with Retail	4.25 7.70 4.21 NA	88035 3552 19	7.69 13.91	0.13
PR-2-10 PR-2-11	PR-2 - Average Completed Interval Average Interval Completed - Disconnects - No Dispatch Average Interval Completed - Disconnects - Dispatch	Parity with Retail Parity with Retail	3.80 9.17 6.32 NA	81638 3022 19	5.86 16.64	0.11
	2-Tire Highs Services					
PR-1-01 PR-1-02	PR-1 - Average Interval Offered Average Interval Offered - Total No Dispatch Average Interval Offered - Total Dispatch	Parity with Retail Parity with Retail	6.12 3.57 11.01 31.56	329 46 160 18	10.92 11.51	1.72 2.86
PR-2-01 PR-2-02	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch Average Interval Completed – Total Dispatch	Parity with Retail Parity with Retail	4.07 3.60 13.70 16.17	232 40 114 18	4.56 11.22	0.78 2.85
PR-4-02 PR-4-03 PR-4-04 PR-4-05 PR-4-08	PR-4 - Missed Appointments Average Delay Days - Total % Missed Appointment - Customer % Missed Appointment - Verizon - Dispatch % Missed Appointment - Verizon - No Dispatch % Missed Appointment - Verizon - No Dispatch % Missed Appt Customer - Late Order Conf.	Parity with Retail None: Analysis Only Parity with Retail Parity with Retail None: Analysis Only	14.65 9.00 12.26 1.35 12.48 5.26 0.59 1.82	80 2 617 19 509 55 74	10.16	7.27 7.70 1.09
PR-5-01 PR-5-02 PR-5-03	PR-5 - Facility Missed Orders % Missed Appointment - Verizon - Facilities % Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with Retail Parity with Retail Parity with Retail	0.98 0.00 0.53 0.00 0.09 0.00	1126 74 1126 74 1126 74		1.18 0.87 0.36
PR-6-01 PR-6-03	PR-6 - Installation Quality % Install. Troubles Reported within 30 Days % Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE continued	Parity with Retail Parity with Retail	1.04 1.29 3.18 4.52	2297 155 2297 155		0.84 1.46

Carrier to Carrier

Performance Standards and Reports Verizon Massachusetts September 2000

CLEC Aggregate Performance PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

	2 Vine OSL Services		Actual F	Performance	Number o	f Observations		
Metric #		Standard	Vz	CLEC Aggregate	٧z	All CLECs	Standard	Sampling Error
11101110 11	PR-1 - Average Interval Offered	Standard					Deviation	
PR-1-01	Average Interval Offered - Total No Dispatch	Parity with Retail	5.41	1.19	7545	16	3.52	0.88
PR-1-02	Average Interval Offered - Total Dispatch	Parity with Retail	6.56	NA	820		4.08	
	88 A A							
PR-2-01	PR-2 - Average Completed Interval Average Interval Completed - Total No Dispatch	Parity with Retail	0.10	100	7050	10	T 5 40	T 440
PR-2-02	Average Interval Completed - Total No Dispatch	Parity with Retail	6.18	1.00 NA	7058 682	13	5.16 9.59	1.43
	The age that the age of the age o	· only man riotali	11.37	147	002	·	3.55	
	PR-4 - Missed Appointments		_					
PR-4-02	Average Delay Days - Total	Parity with Retail	12.62	NA NA	256		7.48	1
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	1.83	0.00		,	1	
PR-4-04 PR-4-05	% Missed Appointment Verizon Dispatch % Missed Appointment Verizon No Dispatch	Parity with Retail Parity with Retail	7.13 2.71	NA 0.00	842 7225	18		3.83
PR-4-08	% Missed Appt Customer - Late Order Conf.	None: Analysis Only	2.71	0.00	1223	18	1	3.03
	/#///www.jepii ostaliwa asia ordan ostii.	realist relatives only		3 0.00		,,,		
	PR-5 - Facility Missed Orders							
PR-5-01	% Missed Appointment - Verizon - Facilities	Parity with Retail	0.07	0.00	8067	18		0.62
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.02	0.00	8067	18		0.33
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.02	0.00	8067	18		0.33
	PR-6 - Installation Quality							
PR-6-01	% Installation Troubles Reported within 30 Days	Parity with Retail	1.93	6.90	7710	29	1	2.56
PR-6-03	% Install, Troubles Reported w/in 30 Days - FOK/TOK/CPE	Parity with Retail	1.53	3.45	7710	29		2.28
	Special Services - Provisioning							
	PR-1 - Average Interval Offered							
PR-1-01	Average Interval Offered - Total No Dispatch	Parity with Retail	6.68	7.02	2432	304	8.45	0.51
PR-1-02 PR-1-06	Average Interval Offered - Total Dispatch Average Interval Offered - DS0	Parity with Retail Parity with Retail	13.47 8.42	11.29 6.86	600 495	34 192	9.00 10.88	1.59 0.93
PR-1-07	Average Interval Offered – DS1	Parity with Retail	15.69	11.95	347	60	9.04	1.26
PR-1-08	Average Interval Offered - DS3	Parity with Retail	NA NA	NA NA			<u> </u>	1
PR-1-10	Average Interval Offered - Disconnects - No Dispatch	Parity with Retail	7.65	10.69	777	54	9.81	1.38
PR-1-11	Average Interval Offered - Disconnects - Dispatch	Parity with Retail	4.06	NA	17		4.12	
	PR-2 - Average Completed Interval							
PR-2-01	Average Interval Completed - Total No Dispatch	Parity with Retail	4.97	6.11	1805	235	5.06	0.35
PR-2-02	Average Interval Completed – Total Dispatch	Parity with Retail	14.58	16.42	400	235	11.28	2.37
PR-2-06	Average Interval Completed - DS0	Parity with Fletail	7.42	6.85	361	155	9.04	0.87
PR-2-07	Average Interval Completed - DS1	Parity with Retail	16.21	10.29	169	34	13.07	2.46
PR-2-08	Average Interval Completed - DS3	Parity with Retail	NA	NA NA		ļ		
PR-2-10 PR-2-11	Average Interval Completed - Disconnects - No Dispatch	Parity with Retail Parity with Retail	6.93	9.37 NA	694 17	43	6.15 4.12	0.97
FR-2-11	Average Interval Completed - Disconnects - Dispatch	rany with netail	4.06	NA I	1/	<u> </u>	4.12	<u> </u>
	PR-4 - Missed Appointments							
PR-4-01	% Missed Appointment - Verizon - Total	Parity with Retail	2.78	1.04	2734	383		0.90
PR-4-02	Average Delay Days - Total	Parity with Retail	11.88	9.50	76	4	8.74	4.48
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	10.24	6.53				
PR-4-08	% Missed Appt Customer - Due to Late Order Conf.	None: Analysis Only		0.00		383		
	PR-5- Facility Missed Orders							
PR-5-01	% Missed Appointment - Verizon - Facilities	Parity with Retail	0.40	0.26	2734	383		0.34
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.26	0.00	2734	383		0.28
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.11	0.00	2734	383		0.18
	DD C Installation Overlies							
PR-6-01	PR-6- Installation Quality % Installation Troubles reported within 30 Days	Parity with Retail	0.79	0.20	8302	2473		0.20
PR-6-03	% Installation Troubles reported within 30 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.79	0.20	8302	2473		0.20
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	Legend Notations defined on Legend sheet - last page							

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CLEC Aggregate Performance MAINTENANCE - RESALE / SPECIAL SERVICES

	PDTS/Complex - Baimmence		Actual P	erformance	Number of C	Observations		
Metric #		Standard	٧z	CLEC Aggregate	٧z	All CLECs	Standard Deviation	Sampling Error
	MR-2 - Trouble Report Rate						Dealgriou	
MR-2-02	Network Trouble Report Rate - Loop	Parity with Retail	1.20	0.54	4200413	300928		0.02
MR-2-03	Network Trouble Report Rate - Central Office	Parity with Retail	0.12	80.0	4200413	300928		0.01
MR-2-04	% Subsequent Reports	Assessed I/C/W MRAs	20.14	8.61			•	
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.98	0.49	4200413	300928		0.02
	MR-3 - Missed Repair Appointments							
MR-3-01	% Missed Repair Appointment - Loop	Parity with Retail	12.06	10.77	50248	1625	and the second	0.82
MR-3-02	% Missed Repair Appointment - Central Office	Parity with Retail	7.21	2.89	4882	242		1.70
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	7.39	7.33	41353	1460		0.70
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	8.20	6.86	50248	1625		0.69
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	37.16	31.76	50248	1625		1.22
	MR-4 - Trouble Duration Intervals							
MR-4-01	Mean Time To Repair - Total	Parity with Retail	21.63	15.42	55130	1867	21.48	0.51
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with Retail	22.70	16.23	50248	1625	21.62	0.54
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with Retail	10.80	10.00	4882	242	16.53	1.09
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	67.08	82.97	55130	1867		1,11
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	84.72	75.24	42814	1555		0.93
MR-4-07	% Out of Service > 12 Hours	Parity with Retail	63.44	50.16	42814	1555		1.24
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	32.59	17.30	42814	1555		1.21
	MR-5 - Repeat Trouble Reports							
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	20.85	16.23	55130	1867		0.96
	Shecial Services - Maintanance							
	C Add to act to a second control of the control of							
MR-2-01	Network Trouble Report Rate	Parity with Retail	0.24	0.24	462077	22790		0.03
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.12	0.20	462077	22790		0.02
	MR-4 - Trouble Duration Intervals							
MR-4-01	Mean Time To Repair - Total	Parity with Retail	9.13	8.67	1097	54	10.26	1.43
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	93.07	96.30	1097	54		3.54
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	66.35	72.34	1061	47		7.04
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	7.07	4.26	1061	47		3.82
	MR-5 - Repeat Trouble Reports							
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	20.69	20.37	1097	54		5.65
	Legend Notations defined on Legend sheet - last page							

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CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

		-		CLEC Aggregate	CLEC Aggregate
Metric #	PO-3 - Contact Center Availability	Standard		Performance	Observations
PO-3-01 PO-3-02	Average Speed of Answering - Ordering* (secs) % Answered within 30 Seconds - Ordering*	80% within 30 Seconds		9,43 90,64	42813
PO-3-03 PO-3-04	Average Speed of Answering - Repair (secs) % Answered within 30 Seconds - Repair			12.60	
FO-3-04	% NISWEIDU WILIM 30 Securius - Nepair	B0% within 30 Seconds		91.28	132213
	Pl Tom				
OR-1-01	OR-1 - Order Confirmation Timeliness Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	1		0.12	
OR-1-02 OR-1-03	% On Time LSRC Flow Through Average LSRC Time < 10 Lines	95% within 2 Hours		98.84 11.59	3545
OR-1-04 OR-1-05	% On Time LSRC < 10 Lines Average LSRC Time >= 10 Lines	95% within 24 Hours		99.24	794
OR-1-05	% On Time LSRC >= 10 Lines	95% within 72 Hours		19.03 100.00	1
	OR-2 - Reject Timeliness	_			
OR-2-01 OR-2-02	Average Local Service Request (LSR) Reject - Time (Flow-Through) % On Time LSR Reject - Flow Through	95% within 2 Hours		0.10 99.28	835
OR-2-03 OR-2-04	Average LSR Reject Time < 10 Lines % On Time LSR Reject < 10 Lines	95% within 24 Hours		11.22 100.00	701
OR-2-05 OR-2-06	Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines	95% within 72 Hours		0.00 NA	101
O11-2-00		35 % Will 1/2 / Youra			
OR-6-01	% Accuracy - Orders*	95% orders without errors		95.34	365
OR-6-02 OR-6-03	% Accuracy - Opportunities* % Accuracy - LSRC*	95% orders without errors 95% orders without errors		99.46 96.32	4611 326
		_			
	Lossofrense unkined Copyclett/ANP				
OR-1-01	OR-1 - Order Confirmation Timeliness	,		0.00	
OR-1-02	Average Local Service Request Confirmation (LSRC) Time (Flow-Through) % On Time LSRC – Flow Through	95% within 2 Hours		0.23 99.68	9966
OR-1-03 OR-1-04	Average LSRC Time < 10 Lines % On Time LSRC < 10 Lines	95% within 24 Hours		97.35	10963
OR-1-05 OR-1-06	Average LSRC Time >= 10 Lines % On Time LSRC >= 10 Lines	95% within 72 Hours		19,00 96.90	388
	OR-2 - Reject Timeliness	-			
OR-2-01 OR-2-02	Average Local Service Request (LSR) Reject - Time (Flow-Through) % On Time LSR Reject - Flow Through	95% within 2 Hours		0.04 99.70	1673
OR-2-03 OR-2-04	Average LSR Reject Time < 10 Lines % On Time LSR Reject < 10 Lines	95% within 24 Hours		9.52 95.76	2668
OR-2-05 OR-2-06	Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines	95% within 72 Hours		17.27 97.91	144
	OR-6 - Order Accuracy	•			
OR-6-01 OR-6-02	% Accuracy - Orders* % Accuracy - Opportunities*	95% orders without errors 95% orders without errors		95.71 99.37	350 2838
OR-6-03	% Accuracy - LSRC*	95% orders without errors		97.50	400
	2 Mre Natal Services				
	OR-1 - Order Confirmation Timeliness	_			
OR-1-03 OR-1-04	Average LSRC Time < 10 Lines % On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours		NA NA	
OR-1-05 OR-1-06	Average LSRC Time >= 10 Lines % On Time LSRC >= 10 Lines	95% within 72 Hours		NA NA	
	OR-2 - Reject Timeliness	•			
OR-2-03 OR-2-04	Average LSR Reject Time < 10 Lines % On Time LSR Reject < 10 Lines	95% within 72 Hours		NA NA	
OR-2-05 OR-2-06	Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines	95% within 72 Hours		NA NA	
OH-2-00		3 % WORK 72 FOOTS			1
	2 Wre still Salvices	J			
OR-1-03	OR-1 - Order Confirmation Timeliness Average LSRC Time < 10 Lines	1		17.94	
OR-1-04 OR-1-05	% On Time LSRC < 10 Lines (Electronic) Average LSRC Time >= 10 Lines	95% within 72 Hours		98.75 NA	961
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours		NA NA	
OR-2-03	OR-2 - Reject Timeliness Average LSR Reject Time < 10 Lines	1		17.80	
OR-2-04 OR-2-05	% On Time LSR Reject < 10 Lines Average LSR Reject Time >= 10 Lines	95% within 72 Hours		98.80 NA	750
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours		NA NA	
	PO 5 / ASSESS SERVICES - ASSESSES	1			
	OR-3 - Percent Rejects (ASRs + LSRs)	_			
OR-3-01	% Rejects	No Standard		24.89	29043
OR-4-01	OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time	1		0.02	
OR-4-02 OR-4-03	Completion Notice - % On Time % Orders Excluded from % On Time Measurement	95% by next bus, day at noon		99.66	13895
OR-4-04	Work Completion Notice - Average Response Time	95% by next bus, day at noon		0.00	
OR-4-05 OR-4-06	Work Completion Notice % On Time AveraGe Duration Work Completion (SOP) to Bill Completion	95% by next bus, day at noon Parity with Retail	UD	99.99 0.64	18964
OR-4-07 OR-4-08	% SOP to Bill Completion >= 5 Business Days % SOP to Bill Completion > 1 Business Day	Parity with Retail	UD	4.06 9.94	18559 18559
	OR-5 - Percent Flow-Through	•		<u> </u>	10009
OR-5-01 OR-5-02	% Flow Through - Total (ASRs + LSRs) % Flow Through - Simple		No Standard Developed No Standard Developed	53.99	20575
OR-5-03	% Flow Through Achieved continued		No Standard Developed 95%	52.66 UD	25657

CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

Legend Notations defined on Legend sheet - last page

	Spirital Services - Electronically Submitted	Standard	CLEC Aggregate	CLEC Aggregat
Metric #	OR-1 - Order Confirmation Timeliness (ASRs + LSRs)	Standard	Parformance	Observations
R-1-03	Average LSRC Time < 10 Lines DS01		NA.	
	The state of the s	i		-
R-1-03	Average LSRC Time < 10 Lines DS1	i i	66.39	4
R-1-03	Average LSRC Time < 10 Lines DS31		46,30	
₹-1-03	Average LSRC Time < 10 Lines (Non DS0, DS1, & DS3)		14.41	
R-1-04	% On Time LSRC < 10 Lines DS0	95% within 48 Hours	NA .	
₹-1-04	% On Time LSRC < 10 Lines DS1	95% within 48 Hours	23.88	67
7-1-04	% On Time LSRC < 10 Lines DS3	95% within 48 Hours	50.00	4
7-1-04	% On Time LSRC < 10 Lines (Non DS0, DS1, & DS3)		97.00	200
₹-1-05	Average LSRC Time >= 10 Lines DS0	1	NA NA	
1 -1-05	Average LSRC Time >= 10 Lines DS1		NA NA	_
7-1-05	Average LSRC Time >= 10 Lines DS3	1	NA NA	4
7-1 - 05	Average LSRC Time >= 10 Lines (Non DS0, DS1, & DS3)	1	18.10	
R-1-06	% On Time LSRC >= 10 Lines DS0	95% within 72 Hours	NA NA	
R-1-06	% On Time LSAC >= 10 Lines DS1	95% within 72 Hours	NA NA	
3-1-06	% On Time LSRC >= 10 Lines DS3	95% within 72 Hours	NA.	
R-1-06	% On Time LSRC >= 10 Lines (Non DS0, DS1 & DS3)		96.97	33
	OR-2 - Reject Timeliness (ASRs + LSRs)			
3-2-03	Average LSR Reject Time < 10 Lines		8,77	
3-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours	95,17	145
	100000000000000000000000000000000000000	1	19.75	
3-2-05	I Average LSR Helect Time >= 10 Lines			
	Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines Special Services - FALMAL Stomated	95% within 72 Hours	100.00	16
3-2-05	% On Time LSR Reject >= 10 Lines Special Stay/Com / FAMMAIL Submitted			16
3-2-05 3-2-06	% On Time LSR Reject >= 10 Lines Special Services - FARMAIL Submitted OR-1 - Order Confirmation Timelinese			16
3-2-05 3-2-06 3-1-07	% On Time LSR Reject >= 10 Lines Special Services - FAVMAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS01		100.00 NA	16
R-2-05 R-2-06 R-1-07 R-1-07	% On Time LSR Reject >= 10 Lines Special Services - FALMAL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0' Average ASRC Time < 10 Lines DS1'		NA 137.47	16
3-2-05 3-2-06 3-1-07 3-1-07	Special Services - FALMAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0¹ Average ASRC Time < 10 Lines DS1² Average ASRC Time < 10 Lines DS3¹		NA 137.47 308.35	16
R-2-05 R-2-06 R-1-07 R-1-07 R-1-07	% On Time LSR Reject >= 10 Lines Special Services - FAVMAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS3¹ Average ASRC Time < 10 Lines DS3¹ Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3)		NA 137.47 308.35 NA	16
R-1-07 R-1-07 R-1-07 R-1-07 R-1-08	Sectal Services - FAVMAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS3¹ Average ASRC Time < 10 Lines DS3¹ Average ASRC Time < 10 Lines DS3¹ Average ASRC Time < 10 Lines DS0.	95% within 72 Hours	NA 137.47 308.35 NA	The William Control
1-2-05 1-2-06 1-1-07 1-1-07 1-1-07 1-1-08	% On Time LSR Reject >= 10 Lines Sectal Services → FASMAIL Submitted OR-1 - Order Confirmation Timelinese Average ASRC Time < 10 Lines DS0¹ Average ASRC Time < 10 Lines DS1² Average ASRC Time < 10 Lines DS3² Average ASRC Time < 10 Lines DS1° Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1	95% within 72 Hours 95% within 72 Hours	NA 137.47 308.35 NA NA 66.04	53
1-2-05 1-2-06 1-1-07 1-1-07 1-1-08 1-1-08	% On Time LSR Reject >= 10 Lines Sectal Evice > FAVAAL Sebrated OR-1 - Order Confirmation Timelinese Average ASRC Time < 10 Lines DS0¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS3¹ Average ASRC Time < 10 Lines DS3¹ Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	NA 137.47 308.35 NA NA 66.04	The William Control
-1-07 -1-07 -1-07 -1-07 -1-08 -1-08 -1-08	% On Time LSR Reject >= 10 Lines Sectal Services - FAVMAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS3¹ Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3	95% within 72 Hours 95% within 72 Hours	100.00 NA 137.47 308.35 NA NA 66.04 73.44 NA	53 64
R-2-05 R-2-06 R-1-07 R-1-07 R-1-07 R-1-08 R-1-08 R-1-08 R-1-08	% On Time LSR Reject >= 10 Lines Sectal Sevices FATMAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0¹ Average ASRC Time < 10 Lines DS1² Average ASRC Time < 10 Lines DS3² Average ASRC Time < 10 Lines DS3² Average ASRC Time < 10 Lines DS0° % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 S0 & S0 S0 & S	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	NA 137.47 308.35 NA NA 66.04 73.44 NA	53 64
R-2-05 R-2-06 R-1-07 R-1-07 R-1-08 R-1-08 R-1-08 R-1-09 R-1-09	Sectal Sevices - FALMAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS1² Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS1 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	100.00 NA 137.47 308.35 NA NA 66.04 73.44 NA NA NA	53 64
R-2-05 R-2-06 R-1-07 R-1-07 R-1-07 R-1-07 R-1-08 R-1-08 R-1-08 R-1-08 R-1-09 R-1-09 R-1-09	% On Time LSR Reject >= 10 Lines Sectal Services > FASMASL Submitted OR-1 - Order Confirmation Timelinese Average ASRC Time < 10 Lines DS0¹ Average ASRC Time < 10 Lines DS1² Average ASRC Time < 10 Lines DS3² Average ASRC Time < 10 Lines DS1° % On Time ASRC < 10 Lines DS1° Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	NA 137.47 308.35 NA NA 66.04 73.44 NA NA NA	53 64
R-2-05 R-2-06 R-1-07 R-1-07 R-1-07 R-1-08 R-1-08 R-1-08 R-1-08 R-1-09 R-1-09 R-1-09 R-1-09	Sectal Sevices - FAVAAL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS0° % On Time ASRC < 10 Lines DS0° % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS1 Average ASRC Time >= 10 Lines (Non DS0, DS1 & DS3)	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	100.00 NA 137.47 308.35 NA NA 66.04 73.44 NA NA NA	53 64
3-2-05 3-2-06 3-1-07 3-1-07 3-1-07 3-1-07 3-1-07 3-1-08 3-1-08 3-1-08 3-1-09 3-1-09 3-1-09 3-1-09	Sectal Services - FAVMAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS3¹ Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	NA 137.47 308.35 NA 66.04 73.44 NA NA NA NA	53 64
3-2-05 3-2-06 3-1-07 3-1-07 3-1-07 3-1-08 3-1-08 3-1-08 3-1-08 3-1-09 3-1-09 3-1-09 3-1-1-09 3-1-1-09 3-1-1-10	Social Sevices > 10 Lines OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0¹ Average ASRC Time < 10 Lines DS0¹ Average ASRC Time < 10 Lines DS0¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS1	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	100.00 NA 137.47 308.35 NA NA 66.04 73.44 NA NA NA NA NA NA	53 64
R-2-05 R-2-06 R-1-07 R-1-07 R-1-07 R-1-08 R-1-08 R-1-08 R-1-08 R-1-09 R-1-09 R-1-09 R-1-09	Sectal Services - FAVMAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS3¹ Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours	100.00 NA 137.47 308.35 NA NA 66.04 73.44 NA NA NA NA NA NA	53
3-2-05 3-1-07 3-1-07 3-1-07 3-1-07 3-1-08 3-1-08 3-1-08 3-1-09 3-1-09 3-1-09 1-1-09 1-1-10 1-1-10 1-1-10	Sectal Sevices - FALMAL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS1 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC Time < 10 Lines DS1 % On Time ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours	100.00 NA 137.47 308.35 NA NA 66.04 73.44 NA	53 64
3-2-05 3-2-06 3-1-07 3-1-07 3-1-07 3-1-07 3-1-08 3-1-08 3-1-08 3-1-09 3-1-09 3-1-09 3-1-1-09 3-1-1-09 3-1-1-10	Sectal Services - FAVMAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS1² Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS1 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS3	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours	100.00 NA 137.47 308.35 NA NA 66.04 73.44 NA	53 64
3-2-05 3-2-06 3-1-07 3-1-07 3-1-07 3-1-08 3-1-08 3-1-08 3-1-08 3-1-09 3-1-09 3-1-10 3-1-10 3-1-10 3-1-10 3-1-10 3-1-10 3-1-10 3-1-10 3-1-10 3-1-10 3-1-10	Social Sevices FAMAL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines (Non DS0, DS1 & DS3) OR-2 - Reject Timeliness Average LSR Reject Time < 10 Lines	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours	NA 137.47 308.35 NA 66.04 73.44 NA NA NA NA NA NA NA	53
3-2-05 3-2-06 3-1-07 3-1-07 3-1-07 3-1-07 3-1-08 3-1-08 3-1-08 3-1-09 3-1-10 3-1-10	Sectal Services - FALMAIL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS1² Average ASRC Time < 10 Lines DS1² Average ASRC Time < 10 Lines DS3² Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 Average LSR Reject Time <= 10 Lines DS3 OR-2 - Reject Timeliness Average LSR Reject Time < 10 Lines	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours	NA 137.47 308.35 NA NA 66.04 73.44 NA	53 64
3-2-05 3-2-06 3-1-07 3-1-07 3-1-07 3-1-08 3-1-08 3-1-08 3-1-08 3-1-09 3-1-09 3-1-10 3-1-10 3-1-10 3-1-10 3-1-10 3-1-10 3-1-10 3-1-10 3-1-10 3-1-10 3-1-10	Social Sevices FAMAL Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines DS0¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines DS1¹ Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines (Non DS0, DS1 & DS3) OR-2 - Reject Timeliness Average LSR Reject Time < 10 Lines	95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 96 Hours 95% within 96 Hours 95% within 96 Hours	NA 137.47 308.35 NA 66.04 73.44 NA NA NA NA NA NA NA	53

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CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES

	POS - Patricklanding	1	Actual Performance		Number of C	Number of Observations			
Metric #		Standard	٧z	CLEC Aggregate	٧z	All CLECs	Standard Deviation	Sampling Error	Z-Score
DD 4 04	PR-1 - Average interval Offered		-						
PR-1-01 PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	1-9=5, 10+≈Negotiated Parity with Retail	1.81	12.65 NA	20390	1598	5.57	1	
PR-1-01 PR-1-03	Av. Interval Offered - Total No Dispatch - Platform	Parity with Retail	1.81	1.49	20390	637	5.57	0.22	1.43
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with Retail Parity with Retail	7.88 7.88	10.50 8.90	1709 1709	32 21	9.42	1.68 2.07	-1.56 -0.49
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with Retail	10.06	5.67	252	3	11.33	6.58	0.67
PR-1-04 PR-1-05	Av. Interval Offered - Dispatch (6-9 Lines) - Platform Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with Retail Parity with Retail	10.06	NA NA	252 134		11.33 9.79	 	
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with Fletail	10.44	NA	134		9.79		
	PR-2 - Average Completed Interval								
PR-2-01	Av. Completed Interval - Total No Dispetch - Hot Cut Loop	1-9=5, 10+=Negotiated	4.07	15.97	10010	1064			
PR-2-01 PR-2-01	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP) Av. Completed Interval - Total No Dispatch - Platform	Parity with Retail Parity with Retail	1.37	NA 1.52	18840 18840	608	3.28	0,14	-1.11
PR-2-03	Av. Completed Interval - Dispetch (1-5 Lines) - Loop	Parity with Retail	8.82	8.53	1448	30	8.97	1.65	0.18
PR-2-03 PR-2-04	Av. Completed Interval - Dispatch (1-5 Lines) - Platform Av. Completed Interval - Dispatch (6-9 Lines) - Loop	Parity with Retail Parity with Retail	8.82 10.23	8.12 5.50	1448 212	17	8.97 8.91	2.19 6.33	0.32 0.75
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	Parity with Retail	10.23	NA	212		8.91		
PR-2-05 PR-2-05	Av. Completed interval - Dispatch (>= 10 Lines) - Loop Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with Retail Parity with Retail	12.42 12.42	NA NA	100		9.98		
	PR-3 - Completed within X Days - Platform & Other (Switch & INP)								
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with Retail	78.26	49.14	157096	525		1.80	-16.15
PR-3-02 PR-3-03	% Completed in 2 Days (1-5 Lines - No Dispatch) % Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with Retail Parity with Retail	86.65 89.13	77.71 92.00	157096 157096	525 525	-	1.49 1.36	-6.01 2.11
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with Retail	4.68	0.00	19541	17		5.12	-0.91
PR-3-05 PR-3-06	% Completed in 2 Days (1-5 Lines - Dispatch) % Completed in 3 Days (1-5 Lines - Dispatch)	Parity with Retail Parity with Retail	8.41 12.95	0.00 5.88	19541 19541	17 17	-	6.73 8.15	-1.25 -0.87
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with Retail	83.86	92.99	176637	542	1	1.58	5.77
PR-3-08 PR-3-09	% Completed in 5 Days (1-5 Lines - No Dispatch) % Completed in 5 Days (1-5 Lines - Dispatch)	Parity with Retail Parity with Retail	94.43 48.00	98.29 23.53	157096 19541	525 17		1.00	3,85 -2.02
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with Retail	92.16	97.79	176637	542		1.16	4.87
	PR-4 - Missed Appointments								
PR-4-02 PR-4-03	Average Delay Days - Total	Parity with Retail None: Analysis Only	4.64 1.79	6.05 0.80	3839	20	6.84	1.53	-0.92
PR-4-04	% Missed Appt, Customer % Missed Appt, Verizon Dispatch - Loop New	Parity with Retail	8.70	9.62	41113	104	1	2.77	-0.33
PR-4-04	% Missed Appl Verizon - Dispatch - Platform	Parity with Retail	8.70	19.05	41113	42	1	4.35	-2.38
PR-4-04 PR-4-05	% Missed Appt. – Verizon – Dispetch - Hot Cut % Missed Appt. – Verizon – No Dispetch - Hot Cut Loop	Parity with Retail Parity with Retail	8.70 0.11	34.87 24.69	41113 240574	238 1705	1	0.08	-305.11
PR-4-05 PR-4-05	% Missed Appt Verizon No Dispatch Other	Parity with Retail	0.11	NA 0.00	240574 240574	3677	1	0.06	2.00
PR-9-01	% Missed Appt. – Verizon – No Dispetch - Platform % On Time Performance – Hot Cut	Parity with Retail 95% Completed Within Window	v 0.11	74.43	240574	2237			2.00
PR-9-02	% Early Cuts - Lines	No Standard Established		QU QU					
PR-9-03 PR-9-04	% Early Cuts - Orders % Detective Cuts - Lines	No Standard Established No Standard Established		UD			1		
PR-9-05 PR-9-06	% Defective Cuts - Orders % Late Cuts - Lines	No Standard Established No Standard Established		UD				200	
PR-9-07	% Late Cuts - Orders	No Standard Established		UĐ			1		
PR-9-08 PR-4-08	Average Duration of Service Interruption	No Standard Established None: Analysis Only		UD 0.21		1943			
PR-4-08	% Missed Appt Customer Due to Late Order Conf Hot Cut Loop % Missed Appt Customer Due to Late Order Confirmation Other	None: Analysis Only		NA			1		
PR-4-08	% Missed Appt Customer - Due to Late Order Confirmation- Platform	None; Analysis Only		0.00		3719			
	PR-5 - Facility Missed Orders								
PR-5-01 PR-5-02	% Missed Appointment - Verizon - Facilities % Orders Held for Facilities > 15 Days	Parity with Retail Parity with Retail	0.57	0.10	281687 281687	3858 3858	}	0.12 0.04	3.85 1.38
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.01	0.00	281687	3858	1	0.02	0.62
	PR-6 - installation Quality				_				
PR-6-01 PR-6-01	% Installation Troubles reported within 30 Days - Loop	Panty w/Vengon Retail for Found Troubles	3.61 3.61	1,68 1,34	272053 272053	9628 4029		0.19	9.97 7.67
PR-6-02	% Installation Troubles reported within 30 Days - Other % Installation Troubles reported within 7 Days - Hot Cut Loop	Parity w/Version Retail for Found Troubles < = 2%		1.15		5851			
PR-6-02 PR-6-02	% Installation Troubles reported within 7 Days - Loop % Installation Troubles reported within 7 Days - Other	Parity w/Venzon Retail for Found Troubles Parity w/Venzon Retail for Found Troubles	2.39	1.13 0.60	272053 272053	9628 4029		0.16 0.24	7.94 7.40
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	None: Analysis Only	2.78	2.33	272053	9628		0.17	2.66
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE Othe	None: Analysis Only	2.78	0.94	272053	4029		0.26	7.04
	POTS & Complex Appregate								
	PR-1 - Average Interval Offered								
PR-1-10	Av. interval Offered - Disconnects - No Dispatch	Parity with Retail	4.25	3.70	88035	413	7.69	0.38	1.45
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	Parity with Retail	4.21	NA NA	19		13.91		
PD 0.40	PR-2 - Average Completed Interval			0.40			T F.00	0.04	- 100
PR-2-10 PR-2-11	Av. Completed Interval - Disconnects - No Dispatch Av. Completed Interval - Disconnects - Dispatch	Parity with Retail Parity with Retail	3.80 6.32	2.49 NA	81638 19	370	5.86 16.64	0,31	4.29
	2-Willia Digital Services								
88 4 64	PR-1 - Average Interval Offered			7.45			1 40.00		
PR-1-01 PR-1-02	Av. Interval Offered – Total No Dispatch Av. Interval Offered – Total Dispatch	Parity with Retail Panty with Retail	6,12 11.01	7.45 7.66	329 160	111	10.92 11.51	1.20	-1.11 2.36
	20 2 Average Completed Interval								
PR-2-01	PR-2 - Average Completed Interval Av. Interval Completed Total No Dispatch	Panty with Retail	4.07	5.39	232	46	4.56	0.74	-1.79
PR-2-02	Av. Interval Completed - Total Dispetch	Parity with Retail	13.70	11.15	114	97	11.22	1.55	1.65
	PR-3 - Completed within X Days								
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Panty with VZ Retail	65.54	32.04	13433	103		4.70	-7.13
DD	PR-4 - Missed Appointments								
PR-4-02 PR-4-03	Average Delay Days - Total % Missed Appointment - Customer	Parity with Retail None: Analysis Only	14.65 12.26	10.69 2.83	80	59	10.16	1.74	2.27
PR-4-04	% Missed Appointment - Verizon - Dispatch	Parity with Retail	12.48	4.92	617	1200		1.64	4.62
PR-4-05 PR-4-08	% Missed Appointment Verizon No Dispetch % Missed Appt Customer Late Order Conf.	Parity with Retail None: Analysis Only	0.59	NA 0.67	509	1200			
		. TOTAL PERMITS OF BY		0.07		1200			
PR-5-01	PR-5 - Facility Missed Orders % Missed Applinment - Verizon Facilities	Parity with Date:	000 1	150	1100	1000			
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail Parity with Retail	0.98 0.53	1.50 0.33	1126 1126	1200 1200		0.41	-1.27 0.66
PR-5-03	% Orders Held for Facilities > 60 Days	Panty with Retail	0.09	0.00	1126	1200		0.12	0.72
DD 0.01	PR-6 - Installation Quality								
PR-6-01 PR-6-03	% Install. Troubles Reported within 30 Days % Install. Troubles Reported within 30 Days - FOK/TOK/CPE	Parity with Retail Parity with Retail	1.04 3.18	9.98 13.54	2297	421		0.54	-16.57
	continued	· way was reduced	3.10	13.34	2297	421		0.93	-11.14

CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES continued

	2-Wes xXXII. Services		Actual P	Actual Performance		Number of Observations			
Metric #		Standard	٧z	CLEC Aggregate	٧z	All CLECe	Standard Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered								
PR-1-01 PR-1-02	Av. Interval Offered – Total No Dispatch Av. Interval Offered – Total Dispatch	Parity with Retail Parity with Retail	5.41 6.56	5.98 6.45	7545 820	843 977	3.52 4.08	0.13	-4.46 0.57
1111102	Av. gireval Onered - Total Ospacit	ranty with Heliai	0.50	0.45	020	9//	4.08	0.19	0.57
DD 0.04	PR-2 - Average Completed Interval	1							
PR-2-01 PR-2-02	Av. Interval Completed - Total No Dispatch Av. Interval Completed - Total Dispatch	Parity with Retail Parity with Retail	6.18 11.44	6.20 9.76	7058 682	222 849	5.16 9.59	0.35	-0.06 3.41
PR-2-13	Av. Interval Completed (DD-2 Test & Serial Number)	The state of the s	UD	UD UD	UGZ	543	3.33	0.43	3.41
PR-2-14	Av. Interval Completed (DD-2 Test Total)	No Standard, refer to produc		UD					
PR-2-15 PR-2-16	Av. Interval Completed (No DD-2 Test & Serial Number)	interval guide		<u>QU</u> QU	and the				
PR-2-17	Av. Interval Completed (No DD-2 Test & 800# Provided) Av. Interval Completed (No DD-2 Test & No 800# Provided)			UD			1		
PR-3-10	PR-3 - Completed within X Days % Completed in 6 Days (1-5 Lines - Total)	Parity with VZ. Retail	65.54	56.33	13433	909		1,63	-5.65
111-3-10	A Complete and Days (1-5 cales - Total)	rainy with V2. Fields	05.54	30.33	13433	303		1,03	*5.05
	PR-4 - Missed Appointments								
PR-4-02 PR-4-03	Average Delay Days - Total % Missed Appointment - Customer	Parity with Retail None: Analysis Only	12.62	11.51	256	326	7.48	0.62	1.78
PR-4-03	% Missed Appointment Customer % Missed Appointment Verizon Dispatch	Parity with Retail	7.13	4.92 9.16	842	3559	7	0.99	-2.06
PR-4-05	% Missed Appointment - Verizon - No Dispatch	Parity with Retail	2.71	NA NA	7225		1		
PR-4-08	% Missed Appt Customer - Late Order Conf.	None: Analysis Only		0.14		3559			
PR-4-14 PR-4-15	% Completed On Time - Complex (DD-2 Test & Serial Number) % Completed On Time - Complex (DD-2 Test Total)	95% on Time 95% on Time		60.20 62.48		1274 1274	-		
PR-4-16	% Completed On Time - Complex (No DD-2 Test & Seriel Number)	95% on Time		46.66		643	1	40.00	
PR-4-17	% Completed On Time - Complex (No DD-2 Test & 800# Provided)	95% on Time		67.55		718	1		
PR-4-18	% Completed On Time - Cmptx (No DD-2 Test & No 800# Provided)	95% on Time		NA I					
	PR-5 - Facility Missed Orders	_							
PR-5-01	% Missed Applintment - Verizon Facilities	Parity with Retail	0.07	0.73	8067	3559		0.05	-12.40
PR-5-02 PR-5-03	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with Retail Parity with Retail	0.02	0.14	8067 8067	3559 3559	-	0.03	-4.22 0.70
PM-5-03	% Orders Head for Pacificles > 60 Days	Panty with Hetali	0.02	0.00	6007	3558		g 0.03 j	0.70
	PR-6 - Installation Quality	•							
PR-6-01 PR-6-03	% Install. Troubles Reported within 30 Days % Install, Troubles Reported within 30 Days - FOK/TOK/CPE	Parity with Retail Parity with Retail	1.93	5.44 6.90	7710 7710	3014 3014	-	0.30 0.26	-11.86 -20.36
r n-0-05	76 Histor, Troubles (reported warm) do Days - 1 Ord (direct to	r builty with resour	1.33	1 0.30 [7710	3014		a 0.20	-20.30
	Special Services - Provisioning								
	PR-1 - Average Interval Offered								
PR-1-01	Av. Interval Offered - Total No Dispatch	Panty with Retail	6.68	27.45	2432	20	8.45	1.90	-10,95
PR-1-02	Av. Interval Offered - Total Dispatch	Parity with Retail	13,47	26.27	600	33	9.00	1,61	-7.95
PR-1-06 PR-1-07	Av. Interval Offered – DS0 Av. Interval Offered – DS1	Panty with Retail Parity with Retail	8.42 15.69	NA 22.44	495 347	16	10.88 9.04	2.31	-2.92
PR-1-08	Av. Interval Offered - DS3	Panty with Retail	NA NA	28.57	541	37	0.01	1 2.01	
PR-1-09	Av. Interval Offered - Total - EEL - Backbone	EEL Legend		UĎ					
PR-1-09	Av. Interval Offered - Total - EEL - Loop Av. Interval Offered - Total - IOF	EEL Legend IOF Legend		UD 22.57		44	4	10.0	
PR-1-09 PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	Parity with Retail	7.65	NA NA	777		9.81	T T	
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	Parity with Retail	4.06	NA NA	17		4.12	İ	
	PR-2 - Average Completed Interval								
PR-2-01	Av. Interval Completed - Total No Dispatch	Parity with Retail	4.97	17.50	1805	2	5.06	3.58	-3.50
PR-2-02	Av. Interval Completed - Total Dispatch	Parity with Retail	14.58	26.04	400	23	11.28	2.42	-4.74
PR-2-06	Av. Interval Completed - DS0	Parity with Retail	7.42	NA 11.72	361 169	3	9.04	7.61	0.64
PR-2-07 PR-2-08	Av. Interval Completed – DS1 Av. Interval Completed – DS3	Parity with Retail Parity with Retail	16.21 NA	11.33 27.27	103	22			
PR-2-09	Av. Interval Completed - Total - EEL - Backbone	EEL Legend		UD				•	
PR-2-09	Av. Interval Completed - Total - EEL - Loop	EEL Legend		UD	100				
PR-2-09 PR-2-10	Av. Interval Completed - Total - IOF Av. Interval Completed - Disconnects - No Dispatch	iOF Legend Parity with Retail	6.93	89.67 NA	694	3	6.15	T T	
PR-2-11	Av. Interval Completed - Disconnects - Dispatch	Parity with Retail	4.06	NA NA	17		4.12		
		-							
PR-4-01	PR-4 - Missed Appointments % Missed Appointment - Vertzon - Total	Parity with Retail	2.78	0.00	2734	40		2.62	1.06
PR-4-01	% Missed Appointment - Vertzon - Total - EEL	Parity with Retail	2.78	UD	2734		1		
PR-4-01	% Missed Appointment - Verizon - Total- IOF	Parity with Retail	2.78	10.71	2734	28		3.12	-2.54
PR-4-02	Average Delay Days - Total Average Delay Days - Total - EEL	Parity with Retail Parity with Retail	11.88	NA UD	76 76		8.74 8.74		
PR-4-02 PR-4-02	Average Delay Days - Total - EEL Average Delay Days - Total - IOF	Parity with Retail	11.88	70.67	76	3	8.74	5.14	-11.43
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	10.24	27.50					
PR-4-03	% Missed Appointment - Customer - EEL.	None: Analysis Only	10.24	UD 000		40	1		
PR-4-08	% Missed Appt, - Customer - Late Order Conf.	None: Analysis Only	L	1 0.00		40			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment Vertzon Facilities	Parity with Retail	0.40	0.00	2734	40		1.01	0.40
PR-5-02 PR-5-03	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with Retail Parity with Retail	0.26 0.11	0.00	2734 2734	40		0.81 0.53	0.32
rm-5-03	n Crusis real of recinies > ov Days	Lend wan Helen	0.11	1 0.00 1	2/34	+∪	I	. 0.53	U.Z.1
	PR-6 - Installation Quality	i		·			Entered to the second s		10.00
PR-6-01 PR-6-03	% Installation Troubles reported within 30 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Panty w/Venzon RT for Found Trouste: None: Analysis Only	0.79 0.05	59.46 0.00	8302 8302	37	1	1.46 0.36	-40.09 0.13
i- n-0-03	79 maps 170 dubies reported w/ 81 30 Carys • PORTOROCE	HORE. AVAILYSIS ONLY	Ų.U3	1 0.00	0302	- 31	•	ı v.əo]	0.13
	PR-7 - Jeopardy Reports		****						
PR-7-01	% Orders with Jeopardy Status - EEL	Jeopardy Legend		UD					
	*Legend Notations defined on Legend sheet - last page								
	and page								

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CLEC Aggregate Performance MAINTENANCE - UNE POTS / SPECIAL SERVICES

	Maintenance POTS Loop		Actual	Actual Performance		Number of Observations		
Metric #		Standard	٧z	CLEC Aggregate	٧z	All CLECs	Standard	Sampling Error
	MR-2 - Trouble Report Rate	Standard					Deviation	,
MR-2-02	Network Trouble Report Rate - Loop	Parity with Retail	1.20	1.14	4200413	36903		0.06
MR-2-03 MR-2-04	Network Trouble Report Rate - Central Office % Subsequent Reports	Parity with Retail I/C/W MRAs	0.12 20.14	0.27 27.44	4200413	36903	J	0.02
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.98	2.28	4200413	36903		0.05
	MD 2 Milesed Densir Associatements							
MR-3-01	MR-3 - Missed Repair Appointments % Missed Repair Appointment - Loop	Parity with Retail	12.06	14.05	50248	420		1.60
MR-3-02	% Missed Repair Appointment - Central Office	Parity with Retail	7.21	8.91	4882	101	1	2.60
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	7.39	8.19	41353	842]	0.91
MR-3-04 MR-3-05	% Missed Repair Appointment - No Double Dispatch % Missed Repair Appointment - Double Dispatch	None: Analysis Only None: Analysis Only	8.20 37.16	10.94 68.18	50248 50248	420 420	-	1.34 2.37
		,				<u> </u>		2.07
MR-4-01	MR-4 - Trouble Duration Intervals	Dority with Dotail	01.60	19.77	EE120	521	21.48	0.95
MR-4-02	Mean Time To Repair - Total Mean Time To Repair - Loop Trouble	Parity with Retail Parity with Retail	21.63 22.70	22.82	55130 50248	420	21.62	1.06
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with Retail	10.80	7.12	4882	101	16.53	1.66
MR-4-04 MR-4-07	% Cleared (all troubles) within 24 Hours	Parity with Retail	67.08	77.54 55.48	55130	521 292		2.07
MR-4-08	% Out of Service > 12 Hours % Out of Service > 24 Hours	Parity with Retail Parity with Retail	63.44 32.59	22.95	42814 42814	292	-	2.75
MR-4-09	Mean Time To Repair - No Double Dispatch	Parity with Retail	19.57	18.85	45035	466	21.48	1.00
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with Retail	40.93	42.40	6513	22	21.48	4.59
	MR-5 - Repeat Trouble Reports							
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	20.85	11.90	55130	521		1.79
	Maintenance-POTS Platform							
	Mantenance-POIS Flauoriii							
	MR-2 - Trouble Report Rate							
MR-2-02	Network Trouble Report Rate - Platform	Parity with Retail	1.20	0.50	4200413	20552 20552		0.08
MR-2-03 MR-2-04	Network Trouble Report Rate - Central Office % Subsequent Reports	Parity with Retail I/C/W MRAs	0.12 20.14	0.24 7.83	4200413	1 20552	_	0.02
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.98	0.60	4200413	20552		0.07
	MAC O Minard Benefit Appaintments							
MR-3-01	MR-3 - Missed Repair Appointments % Missed Repair Appointment - Platform	Parity with Retail	12.06	6.80	50248	103		3.21
MR-3-02	% Missed Repair Appointment - Central Office	Parity with Retail	7.21	2.00	4882	50	1	3.68
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Platform	None: Analysis Only	7.39	7.26 1.63	41353	124	4	2.35 2.71
MR-3-04 MR-3-05	% Missed Repair Appointment - No Double Dispatch % Missed Repair Appointment - Double Dispatch	None: Analysis Only None: Analysis Only	8.20 37.16	18.18	50248 50248	103	1	4.77
		,	h			<u> </u>		
MR-4-01	MR-4 - Trouble Duration Intervals Mean Time To Repair - Total	Parity with Retail	21.63	17.97	55130	153	21.48	1.74
MR-4-02	Mean Time To Repair - Loop Trouble - Platform	Parity with Retail	22.70	21.98	50248	103	21.62	2.13
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with Retail	10.80	9.68	4882	50	16.53	2.35
MR-4-04 MR-4-06	% Cleared (all troubles) within 24 Hours % Out of Service > 4 Hours	Parity with Retail Parity with Retail	67.08 84.72	75.16 80.34	55130 42814	153 117	-	3.80
MR-4-07	% Out of Service > 12 Hours	Parity with Retail	63.44	52.14	42814	117	1	4.46
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	32.59	27.35	42814	117		4.34
	MR-5 - Repeat Trouble Reports							
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	20.85	16.34	55130	153		3.29
	-							
	2-Wire Digital Services - Meintenance							
MD 0 00	MR-2 - Trouble Report Rate	Doribe with Date?	1.20	2.05	4200413	4186		0.17
MR-2-02 MR-2-03	Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office	Parity with Retail Parity with Retail	0.12	1.10	4200413 4200413	4186	1	0.17
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.98	4.49	4200413	4186		0.15
MR-3-01	MR-3 - Missed Repair Appointments Missed Repair Appointment - Loop	Parity with Retail	43.75	15.12	192	86		6.44
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	23.46	8.97	192	86		5.50
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	68.82	17.65	192	86		6.01
	MR-4 - Trouble Duration Intervals							
MR-4-01	Mean Time To Repair - Total	Parity with Retail	32.48	31.17	279	132	44.88	4.74
MR-4-02 MR-4-03	Mean Time To Repair - Loop Trouble Mean Time To Repair - Central Office Trouble	Parity with Retail Parity with Retail	39.18 17.68	37.95 18.50	192 87	86 46	48.28 31.82	6.26 5.80
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	42.25	42.11	142	57	J1.02	7.75
MR-4-09	Mean Time To Repair - No Double Dispatch	Parity with Retail	23.60	23.73	162	78	44.88	6.19
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with Retail	54.00	43.70	93	51	44.88	7.82
	MR-5 - Repeat Trouble Reports							
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	16.13	26.52	279	132		3.89
	continued							

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CLEC Aggregate Performance MAINTENANCE - UNE POTS / SPECIAL SERVICES continued

	2-Wire DSUServices - Maintenance		Actual Performance		Number of Observations			
Metric #		Standard	Vz	CLEC Aggregate	٧z	All CLECs	Standard Deviation	Sampling Error
	MR-2 - Trouble Report Rate							
MR-2-02	Network Trouble Report Rate - Loop	Parity with Retail	1.20	2.24	4200413	14003		0.09
MR-2-03	Network Trouble Report Rate - Central Office	Parity with Retail	0.12	1.17	4200413	14003		0.03
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.98	4.67	4200413	14003		0.08
	MR-3 - Missed Repair Appointments							
MR-3-01	% Missed Repair Appointment - Loop	Parity with Retail	17.31	13.10	468	313		2.76
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	10.70	6.60	468	313	7	2.26
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	46.32	18.68	468	313		3.64
	MR-4 - Trouble Duration Intervals							
MR-4-01	Mean Time To Repair - Total	Parity with Retail	24.22	32.18	568	477	22.15	1.38
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with Retail	26.23	38.72	468	313	22.80	1.66
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with Retail	14.73	19.72	100	164	15.67	1.99
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	38.73	48.23	426	226		4.01
MR-4-09	Mean Time To Repair - No Double Dispatch	Parity with Retail	20.32	22.23	458	288	22.15	1.67
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with Retail	40.93	48.03	95	182	21.48	2.72
	MR-5 - Repeat Trouble Reports							
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	22.71	19.29	568	477		2.60
	Special Services - Maintenance							
	MR-2 - Trouble Report Rate Network Trouble Report Rate	D		1.39	462077	2667		0.09
MR-2-01 MR-2-05	% CPE/TOK/FOK Trouble Report Rate	Parity with Retail None: Analysis Only	0.24	2.55	462077	2667	-	0.09
MH-2-UD	% CPE/TOKPOK (Todule Report hate	None: Analysis Only	0.12	2.33	402077	2007		1 0.07
	MR-4 - Trouble Duration Intervals							
MR-4-01	Mean Time To Repair - Total	Parity with Retail	9.13	5.15	1097	37	10.26	1.71
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	93.07	100.00	1097	37		4.24
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	66.35	48.15	1061	27]	9.21
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	7.07	0.00	1061	27		5.00
	MR-5 - Repeat Trouble Reports							
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	20.69	8,11	1097	37		6.77
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	Legend Notations defined on Legend sheet - last page							

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	-2.37
	-1.15
	-2.61

1.31

-12.17
-36.45

2.32
1.63
1.98
1.42

1.86

CLEC Aggregate Performance TRUNKS

	ORDENIA							
Metric #		Standard		Actual Performance		Number of Observations		
OR-1-11	OR 1 - Order Confirmation Timeliness Av. FOC Time (<= 192 Forecasted Trunks)	1	_	40.00			.	
OR-1-11	Av. FOC Time (> 192 and Unforecasted Trunks)	95% on time: 10 Business Days Negotiated Process	' <u> </u>	10.00 20.53		400		
OR-1-12	% On Time FOC (<= 192 Forecasted Trunks)	95% on time: 10 Business Days		90.00		5	7	
OR-1-12	% On Time FOC (> 192 and Unforecasted Trunks)	Negotiated Process		58.44		77	1	
OR-1-13 OR-1-19	% On Time Design Layout Record (DLR)	95% on time: 10 Business Days		98.78	[82		
OR-1-19	% On Time Resp Request for Inbound Augment Trunks (<= 192 Forecasted Trunks) On Time Resp Request for Inbound Augment Trunks (> 192 Forecasted Trunks)	95% on time: 10 Business Days Negotiated Process	' -	NA NA	 		4	
011-1-13	To CAT THE FROM THOUGHT IN READ TO PROGRESS THE READ TO THE READ T	1 regolated Frocess	L	NA			_	
	OR-2 - Reject Timeliness	•	_				_	
OR-2-11 OR-2-12	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks) % On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time: 10 Business Days		2.80		5		
01, 2, 12	En antitation transfer (color) (- 10%) properties trained	gas A on tare. 10 desiress bays	<u> </u>	100.00			_	
	PROVISIONING	l	Actual Perio			Observations		
	PR-1 - Average interval Offered		Vz C	CLEC Aggregate	٧x	AN CLECS	Standard Deviation	Sampling Error
PR-1-09	Av. Interval Offered - Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	29.36	0.00	11	2	24.72	19.00
PR-1-09	Av. Interval Offered - Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD	17.00	33.82	10	39	11.19	3.97
	PR-2 - Average interval Completed							
PR-2-09	Av. Interval Completed - Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	54.44	27.00	9	2	31.81	24.87
					· · · · · · · · · · · · · · · · · · ·			
	PR-4 - Missed Appointment	1					-	
PR-4-01 PR-4-02	% Missed Appointment – Verizon – Total Average Delay Days - Total	Parity with IXC / FGD	11.97 18,93	9.26 19.31	2806 336	10131 938	3.20	0.69
PH-4-02 PR-4-03	Average Delay Days - 10tat Missed Appointment - Customer	Parity with IXC / FGD None: Analysis Only	18.93	19.31 40.09		938	J 3.20 }	0.20
PR-4-07	% On Time Performance - LNP Only	95% on Time	10.04	98.65	- 1	8319		
		=				•		
PR-5-01	PR-5 - Facility Missed Orders % Missed Appointment - Vertzon - Facilities	Parity with IXC / FGD	000	0.00	oone I	2240		
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	2806 2806	3342 3342	- }	
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	2806	3342	1 1	
		=						
PR-6-01	PR-6 - Installation Quality % Installation Troubles reported within 30 Devs	Parity with IXC / FGD	0.00	0.00	2806	10131		
PR-6-03	% inst. Troubles reported within 30 Days - FOK/TOK/CPE	None: Analysis Only	UD	UD	2000	10131		
		, ,	·					
	MAMTENANCE	ı						
	MARTEKANCE	l						
	MR-2 - Trouble Report Rate	_						
MR-2-01	Network Trouble Report Rate	Parity with IXC / FGD	0.01	0.00	197674	308579		0.00
	MR-4 - Trouble Duration intervals							
MR-4-01	Mean Time To Repair - Total	Parity with IXC / FGD	2.88	1.65	16	12	T I	
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	100.00	100.00	16	12		
MR-4-05	% Out of Service > 2 Hours	Parity with IXC / FGD	50.00	16.67	16	12		19.09
MR-4-06 MR-4-07	% Out of Service > 4 Hours % Out of Service > 12 Hours	Parity with IXC / FGD Parity with IXC / FGD	31.25 0.00	8.33 0.00	16 16	12 12	- }	17.70
MR-4-08	% Out of Service > 24 Hours	Parity with IXC / FGD	0.00	0.00	16	12	1)	
MD 5 01	MR-5 - Repeat Trouble Report Rates	Parity with IXC / FGD	0.00	0.00	12 T	10	1	
MR-5-01	% Repeat Reports within 30 Days	Panty With IAC / PGD	0.00	0.00	16	12		
		•						
	RET TORK PERFORMANCE							
	NP-1 - Percent Final Trunk Group Blockage							
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	0.30	1.43	336	279	1	0.44
NP-1-02	% FTG Exceeding Blocking Std(No Exceptions)	See Guidelines	0.30	2.15	336	279		0.44
NP-1-03 NP-1-04	Number FTG Exceeding Blocking Std 2 Months Number FTG Exceeding Blocking Std 3 Months	See Guidelines See Guidelines	l	0	1	279 279	-	
NF-1-04	Printing F1G Exceeding Discoving Std 5 months	300 CURDINOS				2/3		
	NP-2 - Collocation Performance - New	•			_		-	
NP-2-01	% On Time Response to Request for Physical Collocation	10 Days1		100.00		7	1	
NP-2-02	% On Time Response to Request for Virtual Collocation	10 Days		NA	[
NP-2-03	Average Interval - Physical Collocation	76 Days	ļ	96.85				
NP-2-04	Average interval – Virtual Collocation	76 Days'	⊢	NA 76.02	Į.		4	
NP-2-05 NP-2-06	% On Time - Physical Collocation % On Time - Virtual Collocation	95% on time 95% on time	⊢	76.92 NA		13	1	
NP-2-07	Average Delay Days - Physical Collocation	See Guidelines	<u> </u>	22.00		3	1	
NP-2-08	Average Delay Days - Virtual Collocation	See Guidelines		NA NA	Ī]	
	NP-2 - Collocation Performance - Augment							
NP-2-01	% On Time Response to Request for Physical Collocation	10 Days		100.00	Г	37	7	
NP-2-02	% On Time Response to Request for Virtual Collocation	10 Days	⊢	NA.	ŀ	<u> </u>	1	
NP-2-03	Average Interval Physical Collocation	76 Days		80.94				
NP-2-04	Average interval - Virtual Collocation	76 Days1		NA				
NP-2-05	% On Time - Physical Collocation	95% on time	ļ_	47.76	Į.	67	4	
NP-2-06 NP-2-07	% On Time - Virtual Collocation Average Delay Days - Physical Collocation	95% on time See Guidelines	- ⊢	NA 15.26	}	35	1	
NP-2-08	Average Delay Days - Virtual Collocation	See Guidelines	⊢	NA NA	- t		1	
			_		-		-	
	Legend Notations defined on Legend sheet - last page							
1 per DTE order seased 7:01.	99, Docket							

 1.55	
-4.24	

1.10

3.91			
-1.87			





1.62

1.75	
1.29	

-2.57 -4.20

11/1/00: 5/31 PM

LEGEND

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* = NY/NE Combined Measurement
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** = NE Measurement

& = Resale/UNE Combined Measurement

UD = Performance metric is under development

NA = No Activity

TBD = Performance standard is to be determined

I/C/W MRAs = Parity to be assessed in conjunction with missed appointments

1-9=5, 10+=Negotiated = 1-9 Loops, 5 days

10+ Loops, Negotiated 95% Completed Within Window = Standard for Cut-Over Window

1 to 9 lines: 1 hour 10 to 49 lines: 2 hours 50 to 99 lines: 3 hours 100 to 199 lines: 4 hours 100 to 199 lines: 4 hour
200 plus lines: 8 hours
EEL = 1-9 Loops, 15 days
10+, Negotiated
No Facilities, ECCD+15 Days
Disconnects, 2 Days
IOF = Facilities Check, 72 Hours

Facilities Available (Quantity 1-8), 15 Days Facilities Available (Quantity > 8), Negotiated

Facilities not available, Negotiated

Jeopardy = 100% at least 24 hours before due date with facilities 100% at least 48 hours before due date without facilities

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